LISTING OF CLAIMS

1. (previously presented) An email method for an intranet web server, the email method comprising:

at the intranet web server, automatically generating email on behalf of an intranet user;

at the intranet web server, queuing the automatically-generated email in an email spooler;

at the intranet web server, sending the automatically-generated email to a mail server for delivery to an intended recipient via the Internet, the mail server interposed between the intranet web server and the Internet; and

at the intranet web server, if the automatically-generated email is returned from the mail server as undeliverable to the intended recipient the email method includes the acts of:

(a) fetching an email address for the intranet web server's system administrator;

(b) verifying normal operation of the email spooler by examining each email queued in the email spooler to determine the pendency of each email within the email spooler;

(c) emailing the system administrator regarding an abnormal operation if act (b) verifies that the email spooler is not operating normally;

(d) processing each undeliverable email to determine whether it was returned because of a problem with the email itself or because of a problem with the mail server;

(e) resending the undeliverable email to the intended recipient if act (d) determines that an undeliverable email was returned because of a problem with the mail server; and

(f) sending the undeliverable email to the originating intranet user if act (d) determines that an undeliverable email was returned because of a problem with the undeliverable email itself.

2. (Original) The method of claim 1, wherein act (a) comprises fetching the email address from a database.

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3. (Original) The method of claim 1, wherein acts (a) through (f) are repeated periodically.

4. (Original) The method of claim 3, wherein acts (a) through (f) are repeated at least every 30 minutes.

5. (previously presented) The method of claim 1, wherein act (b) comprises:

emailing the system administrator regarding each email's pendency if an email's pendency within the email spooler exceeds a normal pendency period from a time initially received by the email spooler,

wherein the normal pendency period comprises a predefined time period including two minutes from the time initially received by the email spooler.

6. (Original) The method of claim 5, wherein acts (a) through (f) are repeated periodically, and wherein act (b) further comprises:

deleting this email from the email spooler and emailing the system administrator that a persistent email spooler problem has been detected if an email has been previously detected as exceeding the normal pendency period.

7. (Original) The method of claim 6, wherein act (b) further comprises:

restarting the email spooler if an email has been previously detected as exceeding the normal pendency period.

8. (Original) The method of claim 1, wherein acts (a) through (f) are repeated periodically, and wherein act (e) comprises resending the undeliverable email to the intended recipient only if it has not been previously resent to the intended recipient a predetermined number of times.

Claims 9-17. (cancelled)

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